

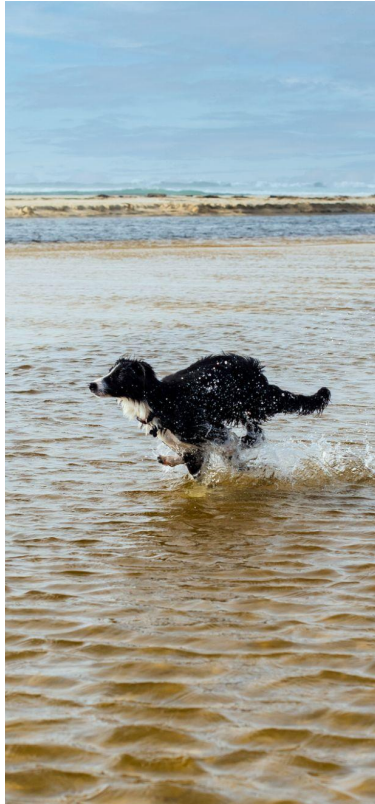


Spanish Email Communications

February 2026



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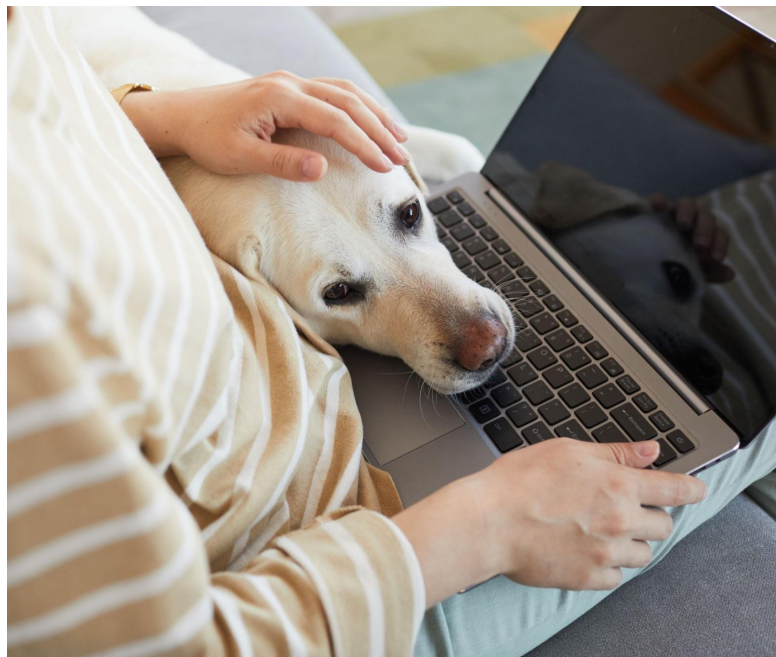
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Bilingual Email Communications Overview

DocuPet is pleased to further enhance our bilingual communications with the introduction of bilingual email capabilities for renewal and warning emails, featuring English at the top of the email and Spanish below, with an easy toggle between both languages.

There is no additional costs to enable this feature for your organization and community.





Example

As noted previously, the way the bilingual email communications will display is English at the top of the email and Spanish below, with an easy toggle between both languages.

The link provided will give you an example of what the pet owner will experience:

[Example Link](#)

We are continuing to finalize translations for certain pet record details while proceeding with the release. The remaining translations are expected to be completed within the next month, at which point all content will be fully translated.

An English version is available above the Spanish version. [Read English version](#)

Es hora de renovar la licencia de tu mascota

Hola Tahra,

Las licencias de Buddy y Molly con Clermont County Auditor's Office deben renovarse. Las licencias de Buddy y Molly no expirarán hasta dentro de 30 días, pero te recomendamos renovarla ahora, ya que no hay penalización por hacerlo de manera anticipada. Las nuevas licencias entrarán en vigencia al día siguiente de la fecha de vencimiento de sus licencias actuales.

Como lo señalan leyes locales, Clermont County requiere que todos los perros cuenten con una licencia válida. Docupet es el proveedor oficial de licencias de Clermont County Auditor's Office y ofrece una experiencia en línea rápida y sencilla para renovar la licencia.

Detalles de Renovación

Buddy



Considerations

- Please note that **pet owners cannot opt to receive communications in only English or Spanish.** Once enabled, the bilingual feature will apply to all applicable renewal and warning email communications for all recipients.
- This release is only for renewal and warning emails and does not apply to other emails such as recovery emails, order confirmation, document approval, etc. Those will be released at a later time.
- To evaluate the effectiveness of this enhancement, DocuPet will monitor licensing performance metrics following the implementation of bilingual emails. Initial findings can be shared if there are curiosities within two to three months to assess any impact on engagement.
- As a reminder, DocuPet originally released bilingual letters in June 2025. If you have not yet enabled this feature and would like to pair bilingual emails with bilingual letters please let us know. Activating bilingual letters increases the number of printed sheets from 2 (4 pages) to 4 (8 pages), resulting in **an additional cost of \$0.15 per letter** to cover added paper and toner.
 - *The Spanish Letter Fee could be subject to change in the future with 30 days notice.
 - The \$0.15/letter fee is deducted from your monthly remittance.